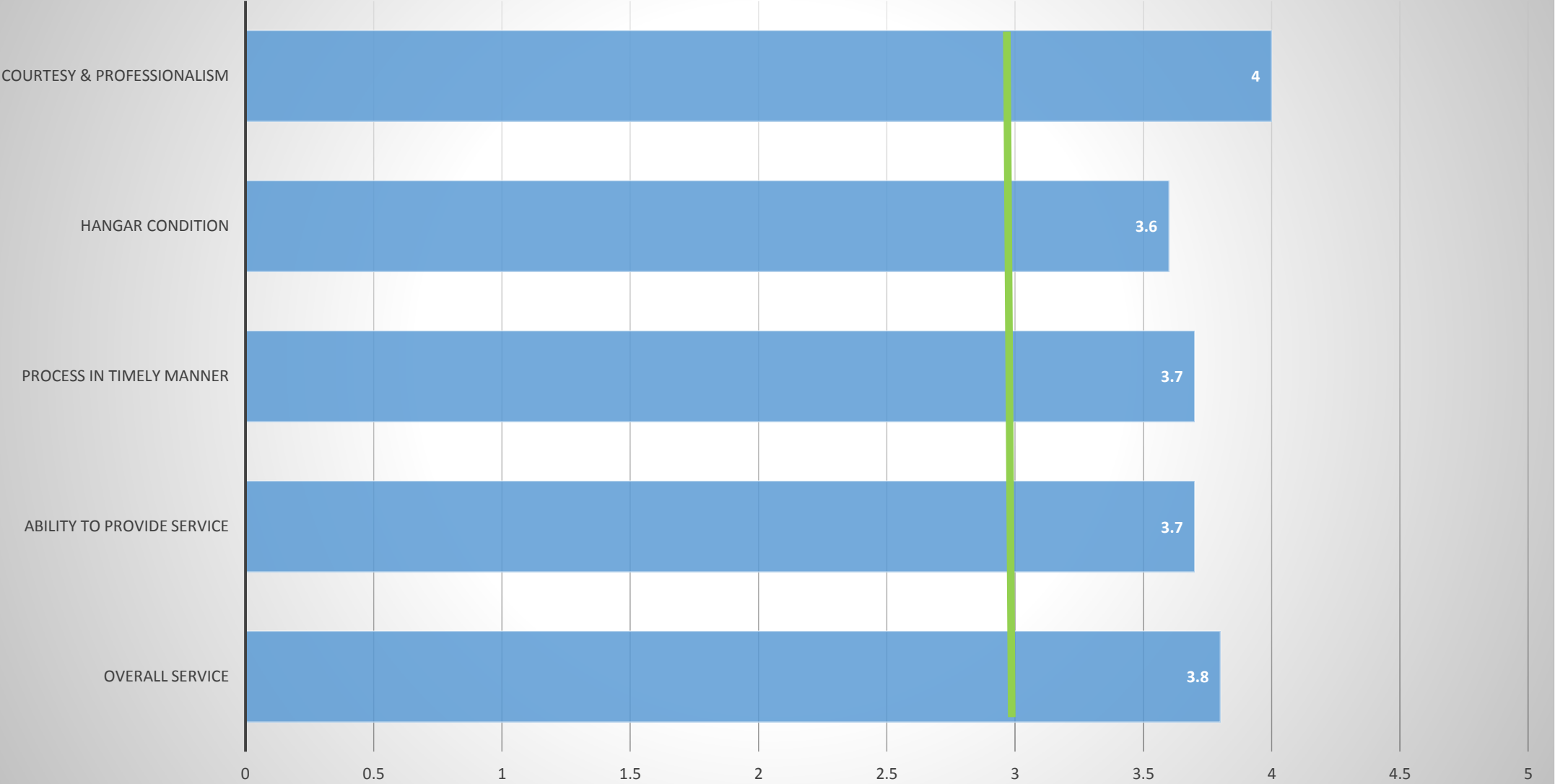


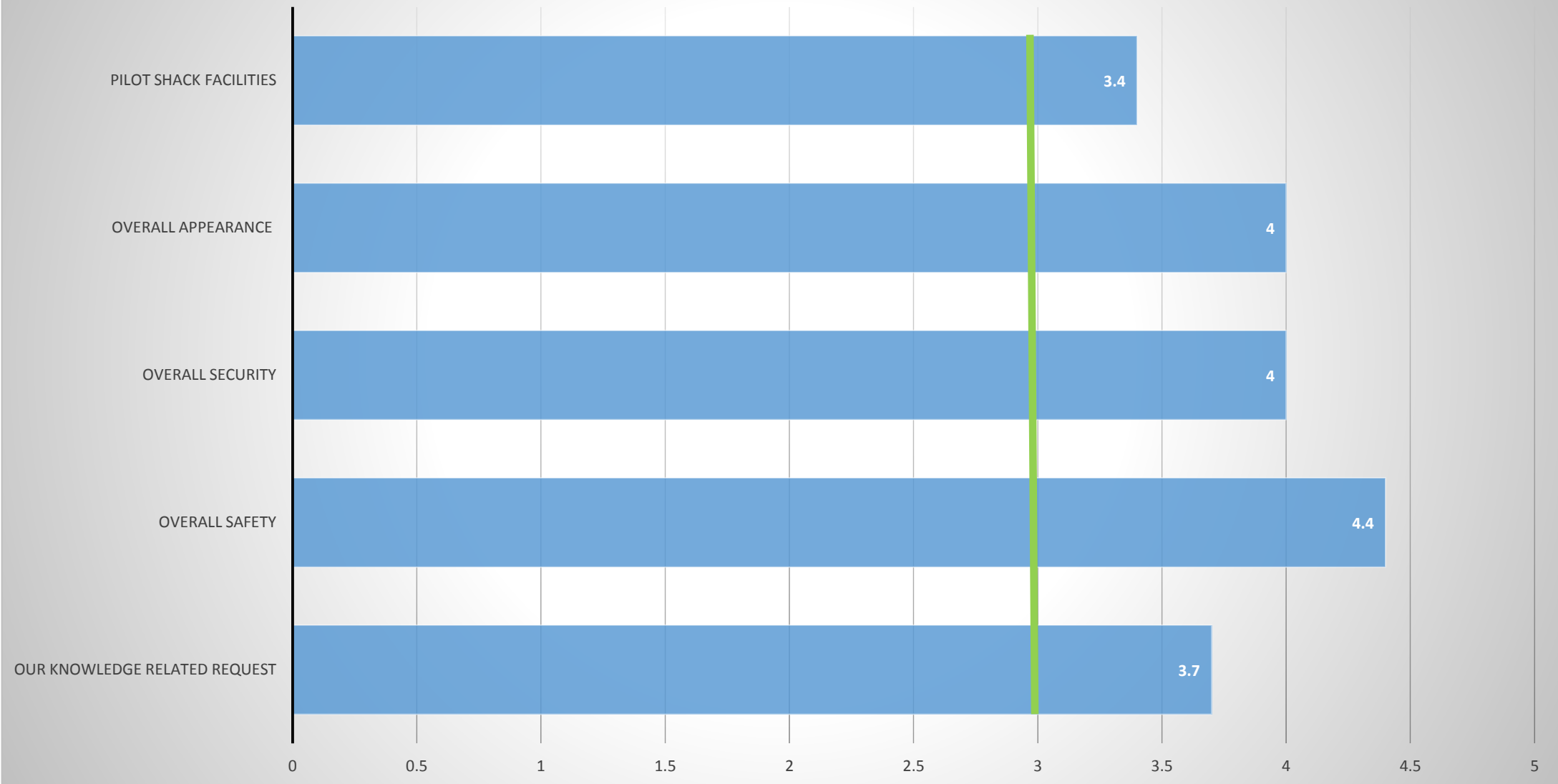
T-HANGER CUSTOMER SERVICE FEEDBACK SURVEY RESULTS

Fayetteville – Drake Field

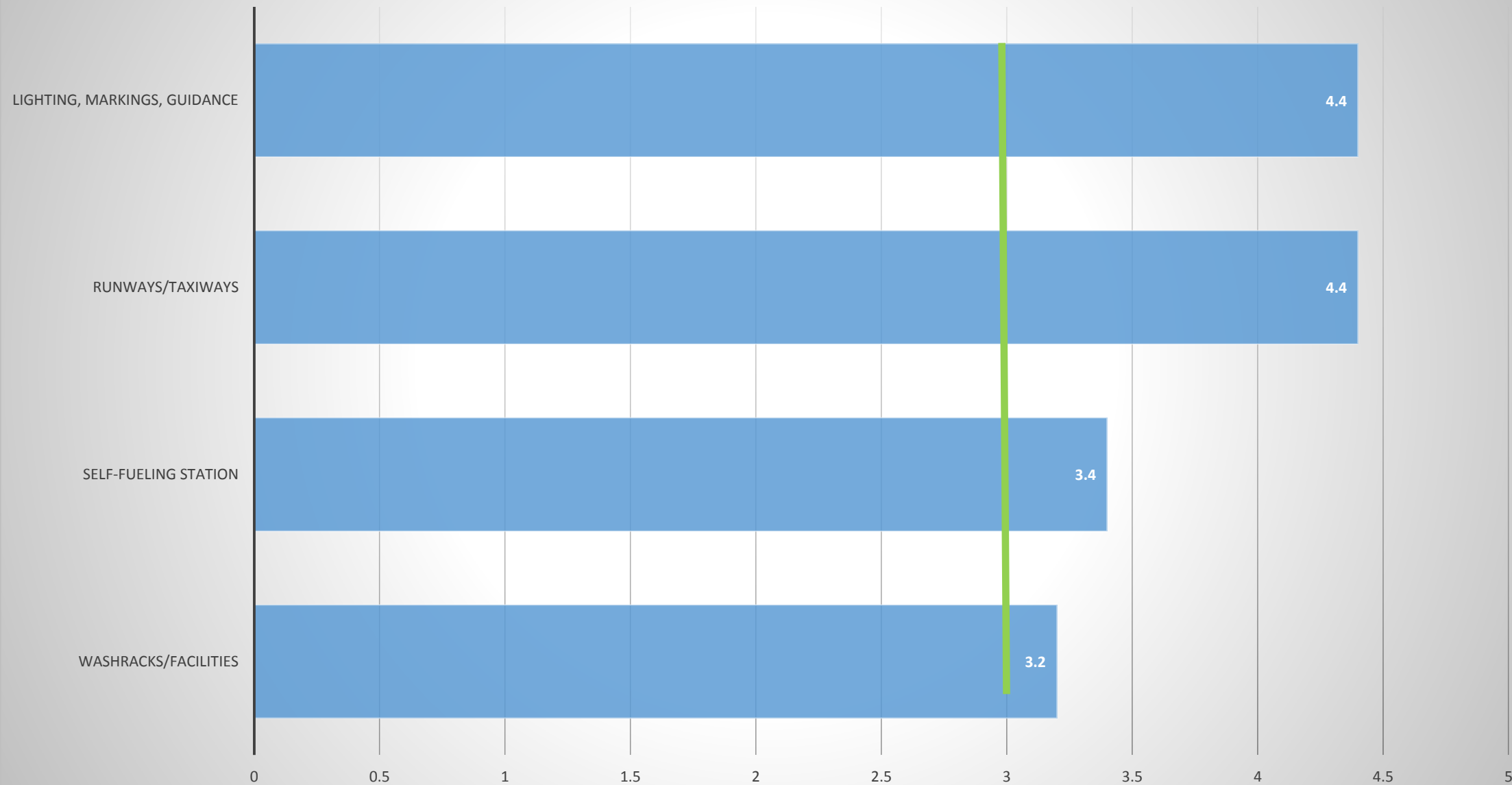
Customer Service Feedback Survey



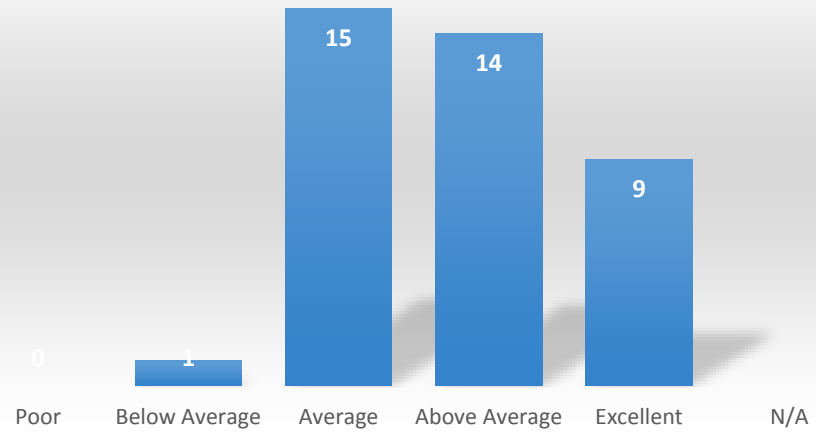
Customer Service Feedback Survey



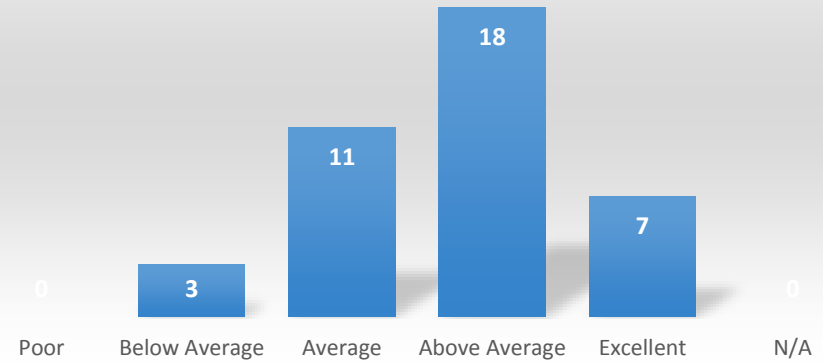
Customer Service Feedback Survey



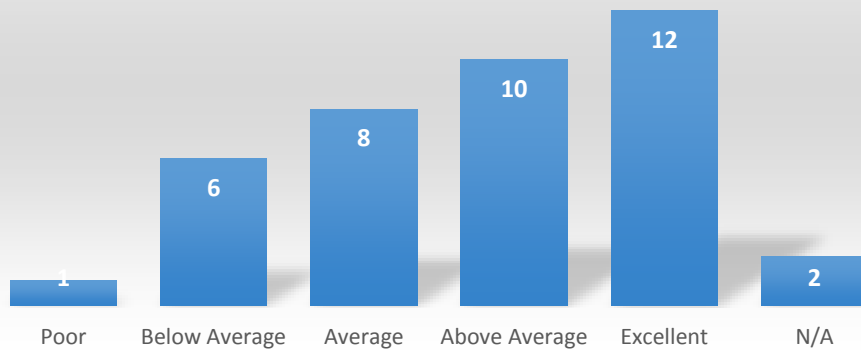
Overall Service(s) You Receive



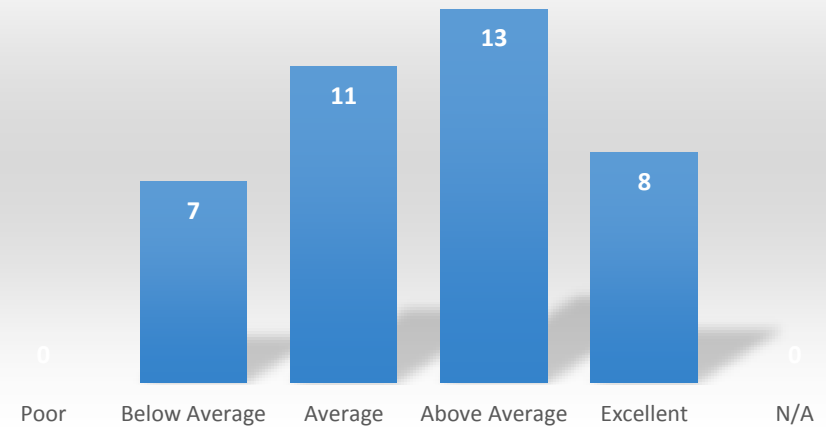
Our Ability to Provide Service You Require



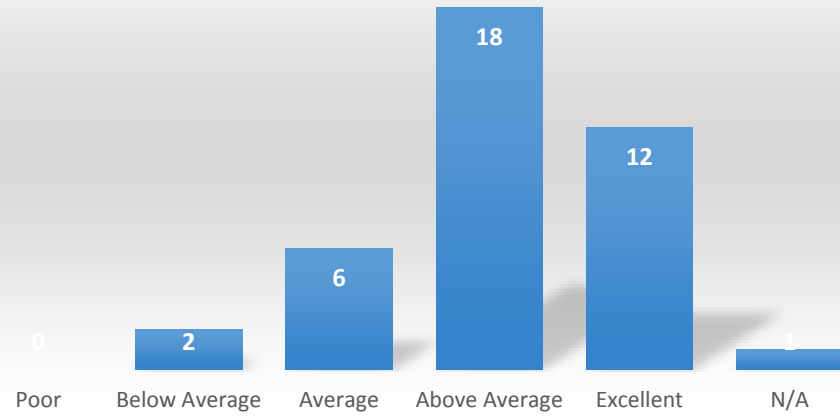
Ability to Provide Service in Timely Manner



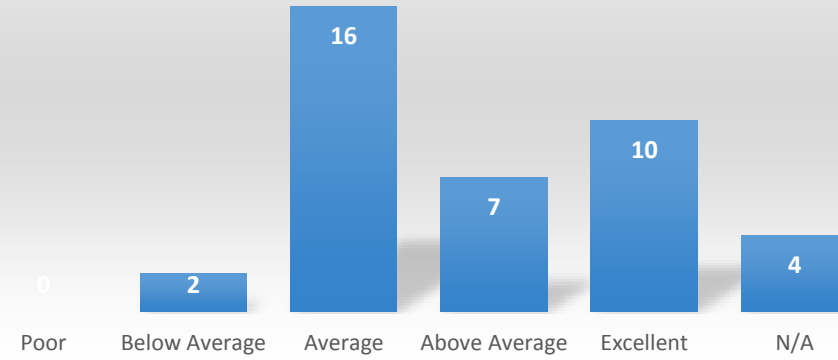
Overall Condition of Your Hangar



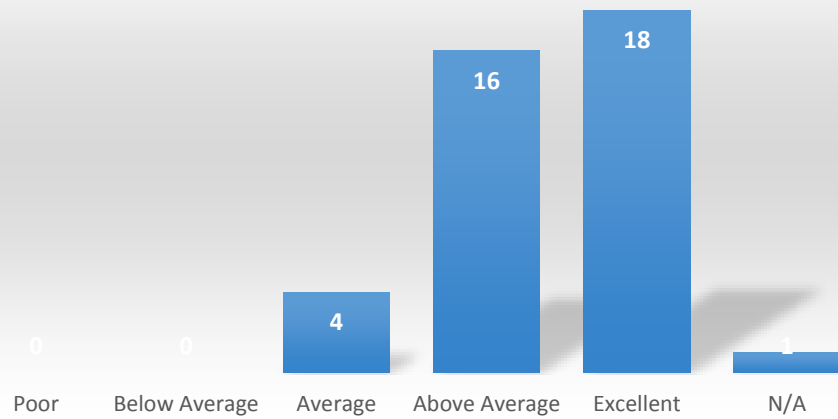
Courtesy and Professionalism



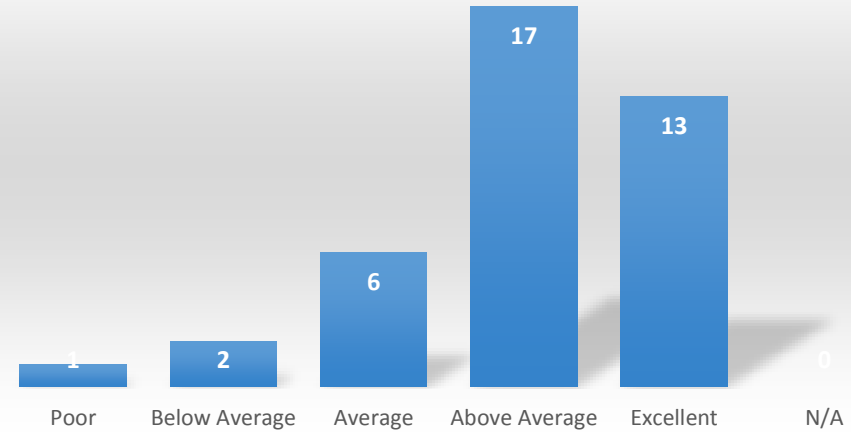
Our Knowledge Related to Your Requests



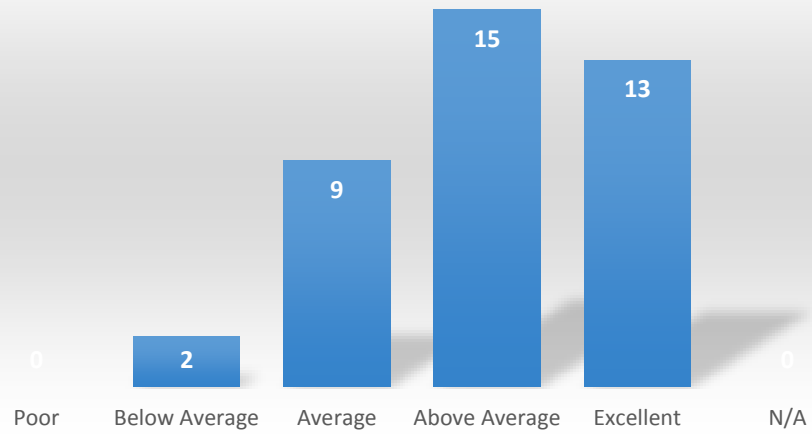
Overall Safety of the Airport



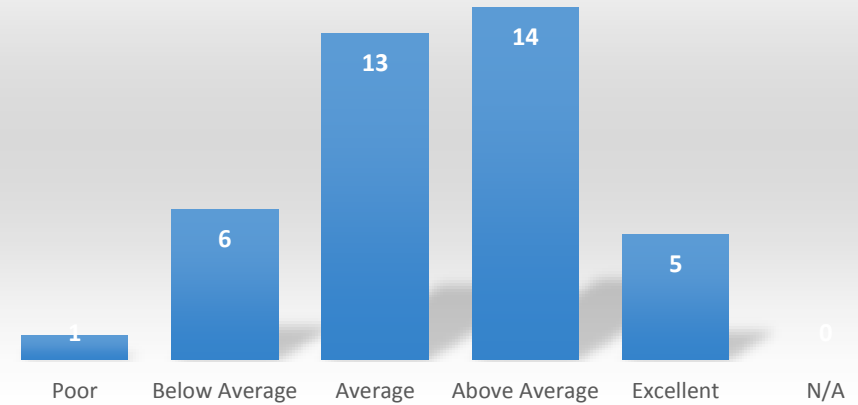
Overall Security of the Airport



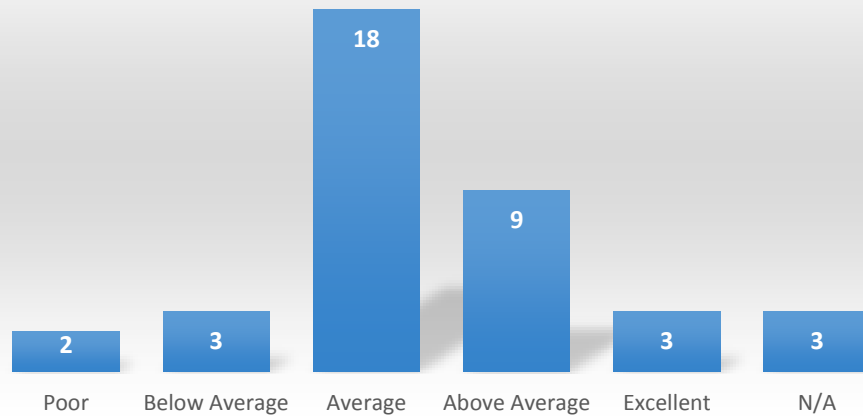
The Overall Appearance of the Airport



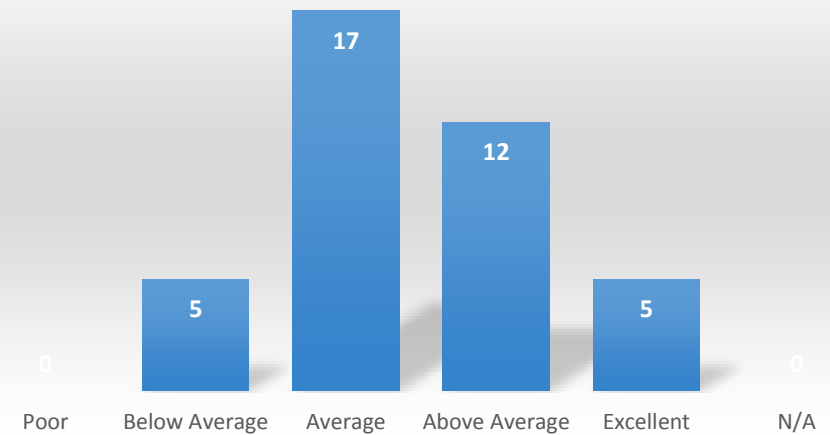
The Pilot Shack Facilities



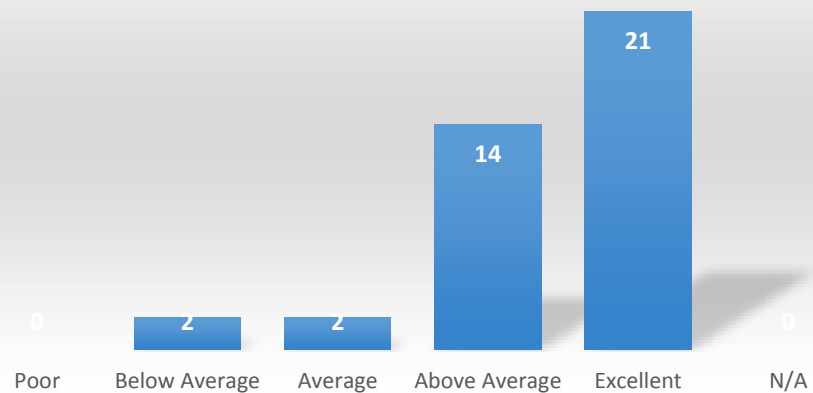
Aircraft Wash Racks/Facilities



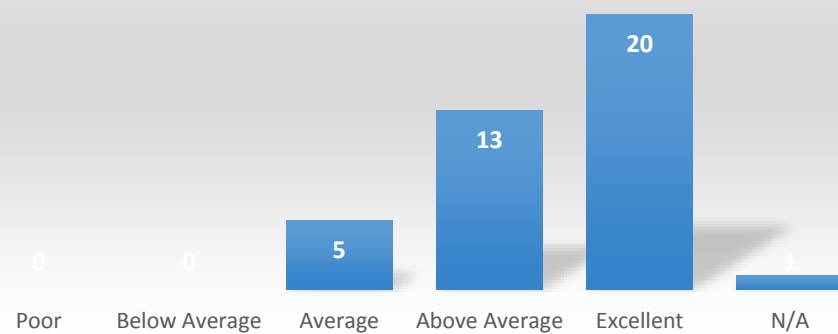
Self-Fueling Station



Condition of Runways/Taxiways



Airfield Lighting, Markings, & Guidance Systems



Lowest Scoring Items

- Wash Rack Facilities (3.2)
- Self-Serve Station (3.4)
- Pilot Shack Facilities (3.4)
- Hangars (3.6)

Highest Scoring Items

- Overall Safety (4.4)
- Lighting/Markings/Guidance (4.4)
- Taxiways/Runways (4.4)
- Professionalism & Courtesy, Overall Security, Overall Appearance (4.0)

Comments/Suggestions

T-Hangars	Water/Leaks, Paint Peeling, Tape Joints/Sheet Rock, Not Enough Electrical Power, Security Lighting Outside Hangars, Door Problems
Pilot Shack	Ramp Needs Repair, General Upkeep and Condition, Fix or Replace Computer, High Speed Internet, New Rug
Maintenance	Timeliness of Response, Getting Broken Items Fixed or Replaced
Self-Serve Station	Fuel Prices Too High, Easy to Read Menu, Better Lighting
Restrooms	General Upkeep and Condition
Other	Video Surveillance, Aero-Clubs, Flight Instruction, More Public Events, Walk Through Gate to Trail/Bike Trail Access